

2008 CONTACT CENTER OUTSOURCER RANKINGS

NOTE: Two other leading providers were disqualified from the study due to lack of client feedback

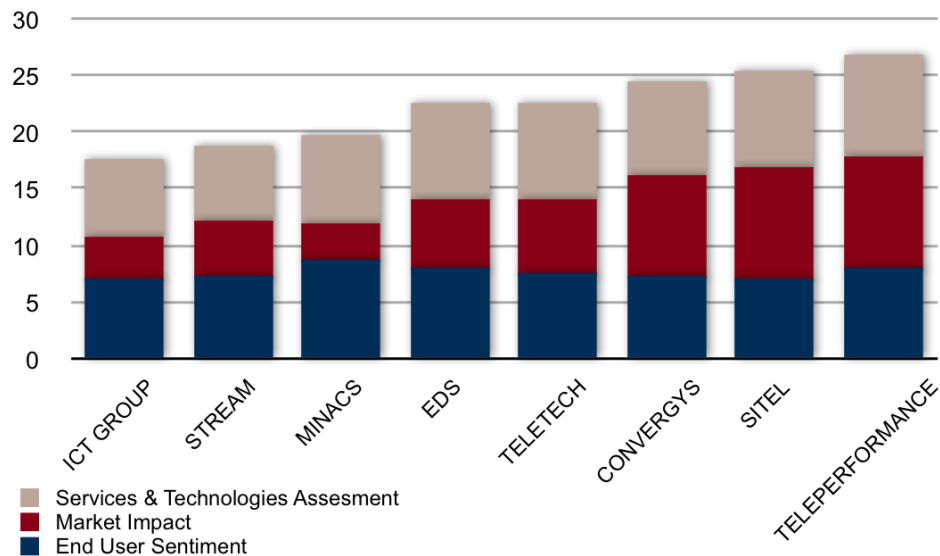
TELEPERFORMANCE – OVERALL #1 RANKING OF ALL STUDIED PROVIDERS

“FROM THE PERSPECTIVE of market impact, Teleperformance was not only the vendor with the largest base of revenues and APs, but it also had the most diversified base of business from a regional standpoint. End user sentiment was also very solid for Teleperformance, in that users of outsourcing services consistently rated it in excess of the average in all categories, with particularly solid scores on service quality and client engagement.”

“Teleperformance is also well placed to provide multi-shore solutions to vendors, with an ever-growing number of facilities in new delivery locations. Further, it has also made significant investments in order to develop self service options for clients looking at automated or blended solutions.

TELEPERFORMANCE RECOMMENDATION: SHORTLIST

Datamonitor believes that Teleperformance should be on this year’s Decision matrix shortlist. Not only has it proven capable of delivering service to clients in an extremely diverse collection of locations ranging from a large number of sites in multiple languages , it has also been willing to pioneer entry to new geographic delivery markets. In addition, Teleperformance is likely to appeal to those US firms interested in pursuing the burgeoning American Hispanic market, especially with the recent acquisition of Hispanic Teleservices (HTC). **This firm is one of the logical choices for firms seeking either local/regional contact center solutions, or for those that require multicountry/global support across a variety of functions.”**



Source: Datamonitor - Decision Matrix: Selecting a Contact Center Outsourcing Vendor (competitor focus) DMT2162 Published 01/20/2008
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